



## **NOTICE TO ALL CLOVER PROVIDERS; COVID-19 UTILIZATION MANAGEMENT UPDATE**

Update: Effective February 1, 2022 the below Utilization Management policy for SNF and HH will no longer be in effect for our New Jersey market. Effective February 12, 2022 the policy will no longer be in effect for our Alabama, Arizona, Georgia, Mississippi, Pennsylvania, South Carolina, Tennessee and Texas markets. Clover Health continues to closely monitor the COVID-19 activity in all our markets and we will update our prior authorization processes on an as needed basis moving forward. As of February 12, 2022, there are no active COVID-19 prior authorization waivers in place.

Effective January 1, 2022, Clover Health will be expanding the below COVID-19 Utilization Management update to apply to our New Jersey market. The below policy has been in effect since August 30, 2021 for our Arizona, Georgia, Mississippi, Pennsylvania, South Carolina, Tennessee and Texas markets. The following waivers will remain in effect through January 31, 2022 for all markets. Clover Health continues to closely monitor the COVID-19 activity and we will update our prior-authorization processes on an as needed basis in each of our respective markets moving forward.

### **Skilled Nursing Facility (SNF)**

- Prior authorizations for admission to a SNF are waived at this time.
- The SNF is required to provide notice of admission to Clover within 24 hours of member admission.
- Medical records must be submitted from the SNF no later than 3 days from the member admission date.
- We will continue to perform concurrent reviews throughout the member's stay.

### **Home Health (HH)**

- Prior authorizations for HH are waived for inpatient members at the time of discharge.
- HH agencies are still required to submit the HH authorization within 24 hours of the state of care/enrollment.

Please note the prior authorization requirements for Long Term Acute Care Hospitals, Inpatient Rehab Facilities, Inpatient Hospital Stays and Durable Medical Equipment have not been waived at this time.